

# 2<sup>nd</sup> NATIONAL ACTION PLAN

2021-2023

Portugal



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# 01

## Introductory messages from the Secretary of State for Innovation and Administrative Modernization and members of the Multi-Stakeholder Forum

The II National Action Plan (II NAP) represents the renewal of Portugal's commitment, as a member of the Open Government Partnership (OGP), to continue to develop a schedule for the transformation of Public Administration continuously and collaboratively. In this plan, the new commitments will use new technologies to improve services, promote transparency, and reinforce public participation. In a strong partnership with society, working in strengthen trust, sustainability of public services, and the welfare state.

**Secretary of State for Innovation and Administrative Modernization, Maria de Fátima Fonseca**

Being part of the National Multi-stakeholder Forum for Open Administration is about creating new spaces for interaction between public services and civil society, challenging new ways of sharing and collaboration, and implementing measures with impact on the lives of society. The preparation of an National Action Plan is the opportunity to put this approach into practice, through the joint effort of the entities that subscribe to it and have contributed to it.

**Administrative Modernization Agency, Fátima Madureira**

The National Action Plans are instruments with the power to promote and implement a culture of human rights. This II NAP renews the ambition and commitment to contribute, through actions, to improve the service that public entities provide to all people, in particular those in a more vulnerable situation. It marks the beginning of a new cycle of work that is transparently submitted to permanent scrutiny by the community.

**Portuguese Ombudsman, Ricardo Carvalho**

This Plan is an outcome of teamwork between members of the National Multi-stakeholder Forum, founding diversity of knowledge and multiple experiences. This work aimed at greater transparency, responsibility, and inclusion, creating proximity with the citizen to intervene in the community. It was also the intention of this Plan to create measures/mechanisms to prevent and combat corruption. The Network played a leading and remarkable role at all levels, holding thematic discussion forums, public inquiry, meetings, questionnaires, analyzing commitment proposals, and coordinating and developing all phases of the Plan.

**General Secretariat of the Presidency of the Council of Ministers, Maria do Carmo Castelo**

Participation in the National Multi-stakeholder Forum and, more specifically, in the preparation of National Action Plan has provided a robust platform to disseminate, promote, share and enrich the development of better services and better tools oriented for the taxpayer satisfaction.

Above all, the involvement of civil society has contributed decisively to adjust the design and adequacy of public intervention instruments and, at the same time, enhancing the joint action of different government areas and the adjustment, adequacy and capacity of the proposed measures.

**Tax and Customs Authority, Carlos Guimarães**

The plan we are presenting is quite ambitious in some aspects, and a little more conservative in others. However, it is the one that, after a long phase of analysis, we felt was most likely to be fully implemented, significantly advancing open government, as well as civic inclusion and access to information, especially in increasingly online contexts.

**Council of Rectors of the Portuguese Universities, Álvaro Figueira**

Undoubtedly, the second plan of the MSF revealed a processes improvement of processes and an increase in maturity in the functioning of the network, namely in the more active participation of civil society and the multiple initiatives of co-creation of the proposed measures, despite some lack of ambition and societal impact of some of the proposals selected by the network. Expecting a more collaborative and transparent attitude will continue throughout the implementation process of this second plan of the MSF.

**Platform of Civil Society Associations – House of Citizenship, Luís Vidigal**

Adherence to the Open Government Partnership and the values of open administration are essential to reinforce transparency and the fight against corruption in all areas of public life, but above all to ensure the involvement and empowerment of civil society organizations such as TI Portugal.

**Transparency International Portugal, Karina Carvalho**

Open and transparent governance goes far beyond technology, it is cultural reform, and an ongoing commitment to citizens.

**National Association of Portuguese Counties, Paulo Batista Santos**

# 02

## NATIONAL ACTION PLAN

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### chapter index:

Multi-Stakeholder Forum.

Development of the 2nd National Action Plan.

This document presents the commitments to be implemented by August 2023, within the framework of the 2nd OGP National Action Plan (II NAP), as well as to provide an overview of the participation and co-creation process developed for its conception.

# 02

## Multi-Stakeholder Forum

The Open Government Partnership (OGP) is a multilateral initiative launched in September 2011 by the Heads of State and Government of eight countries (South Africa, Brazil, the United States of America, Philippines, Indonesia, Mexico, Norway and the United Kingdom).

This initiative aims to ensure concrete commitments by governments to promote transparency and accountability and foster public participation using innovation and technology.

The countries commit to uphold the principles of Open and Transparent Government and subscribe Open Government Declaration to become a member of OGP.

Therefore, require the submission of the National Action Plan (NAP) with concrete steps in the field of Open Government and their evolution through public consultation and progress reports.

As a member of OGP since 2017, Portugal subscribes to the principles formalized in the Open Government Declaration:

- **Transparency:** proactive publication of information by the Government, promoting mechanisms to strengthen the right to information.
- **Accountability:** the existence of rules, regulations and mechanisms calling on government actors to justify their actions and to act under criticisms and demands, as well as to take responsibility for their non-compliances.
- **Public participation:** involvement of citizens in a dialogue on public policies and programmes, requesting their input and feedback for more agile, innovative and efficient measures.
- **Technology and innovation:** should support and promote the three previous principles.

To implement national participation in OGP, the Administrative Modernization Agency (AMA, I.P.) promoted the creation of the Multi-Stakeholder Forum (MSF), directly inviting nine entities representing the public sector and civil society to take up the challenge, which has resulted in the creation of a forum comprising ten entities.

To this end, AMA, I.P. acts as a focal point: (i) coordinating the pace of the MSF's work, (ii) promoting mediation with the governmental areas, and (iii) ensuring liaison with the international OGP and with the Independent Reporting Mechanism (IRM).

The Network ensures all the activities inherent to Portugal's participation in the OGP, namely the definition of main axes of the action plan and the promotion of its implementation and respective monitoring.

The 1st National Action Plan has already completed its execution period. The plan was executed at 67%, although the implementation, already satisfactory, of the eight proposed commitments, presents prospects for continuity.

In addition to the obtained results from implementing most of the planned activities, it consolidates gains of experience, and the identification of new approaches to be adopted. Thus, the 2nd National Action Plan frames the learning and opportunities for improvement arising from the first experience.

The following stand out: on the one hand, the importance of maintaining strong articulation between the thematic areas of incidence of the commitments with other ongoing strategic measures, promoting greater alignment of action within the scope of public services and, consequently, their viability; on the other hand, the need to involve and commit entities in the specific areas of the commitments reinforce to maximize existing know-how.

There is also the opportunity to expand the network composition, attract new actors, and increase the coverage of the MSF, which is a purpose to be operationalized during the 2nd NAP.

Lastly, although with enormous relevance, because of the Network's greater internal maturity and greater capacity for articulation, there is a reinforced need to increase the involvement of citizens, both in terms of quantity, i.e., by increasing the opportunities and channels for citizen participation, and in terms of the quality of this participation, by creating specific moments organized following the purpose and profile to be involved.

A new work cycle has begun with these challenges that the Network's members have embraced with enthusiasm.

# 02

## Development of the 2<sup>nd</sup> National Action Plan

The MSF was guided by the values of the OGP, and the lessons learned from the construction and execution of the first plan to move forward with the construction of the 2nd NAP.

In short, the plan development process began with discussion forums and the identification of major themes, followed by ideation sessions, the survey of proposals, and finally, the formalization of commitments.

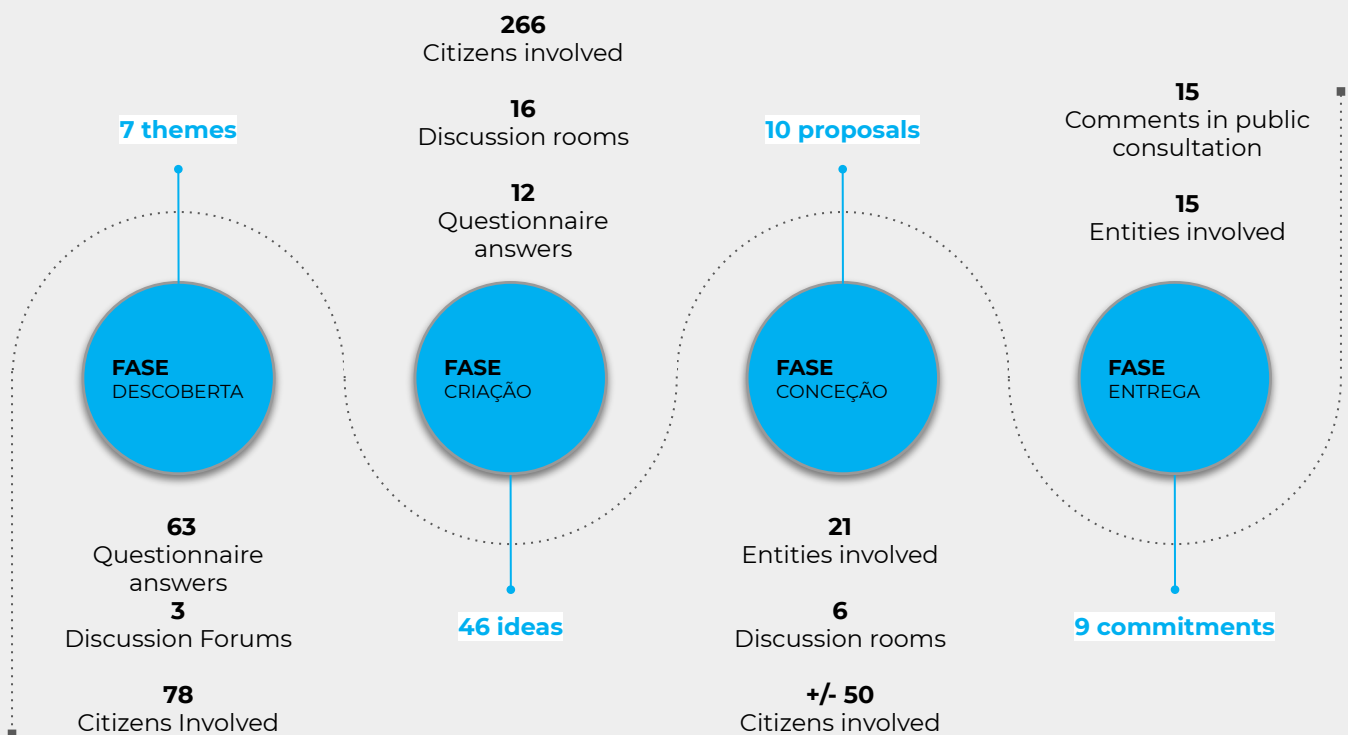
Regarding stakeholder engagement, in a first phase, it was engaged citizens to understand their needs and proposals, using various channels, such as participation in open events or the submission of ideas on the dedicated website.

For their part, public entities received an invitation to participate in various organized moments for the identification of solutions and commitments formalization. The members of the MSF participated transversally in the monitoring of activities and their dissemination.

The preparation process of this plan, which was subject to public consultation in the last phase, is schematized in the figure below.

Information about this process is available [here](#).

### Building process of the 2<sup>nd</sup> NAP



# 03

## Commitments

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### chapter index:

- 1| Implement the single education portal.
- 2| Develop autonomous virtual assistance in the Portal das Finanças.
- 3| Develop inclusive service channels for accessing public services.
- 4| Create a manual of best practices with standards for data interconnection.
- 5| Develop and disseminate the Dados.gov portal.
- 6| Raise awareness and build capacity on cybersecurity issues.
- 7| Enhance transparency by strengthening the Central Register of Beneficial Owners (RCBE).
- 8| Increase transparency and anticorruption during the implementation of Portugal's Recovery and Resilience Plan (PRR) and in all public spending.
- 9| Promote civic participation by boosting access to information (+Information +Citizenship).

Countries participating in OGP commit to co-create, develop, implement and monitor National Action Plans, consisting of concrete commitments on Open Government. In each country, these commitments are developed and implemented through multi-stakeholder engagement and participation processes, preferably actively involving citizens and civil society representatives.

The OGP action plans should be guiding documents, alive and scrutinised.

An action plan contains concrete commitments related to open government policies, programmes and/or measures that countries commit to implementing. These commitments can build on existing initiatives, or identify new approaches or entirely new areas of intervention.

# 03

## Commitment summary table

Commitment	Responsible Entity	Partners	
		State entities	Civil Society Entities, Private Sector, NGOs, and others
Implement the single education portal	Directorate-General of Education and Science Statistics (DGEEC)	Administrative Modernization Agency, IP (AMA)	National Association of Portuguese Counties (ANMP)
Develop autonomous virtual assistance in the Portal das Finanças	Tax and Customs Authority	Administrative Modernization Agency, IP (AMA)	--
Develop inclusive service channels for accessing public services	High Commission for Migration (ACM, IP) National Institute for Rehabilitation (INR) Administrative Modernization Agency, IP (AMA)	--	Associações de migrantes e Organizações Não Governamentais de pessoas portadoras de necessidades especiais.
Create a manual of best practices with standards for data interconnection	Administrative Modernization Agency, IP (AMA)	Institute of Registries and Notary (IRN, I.P.) Institute for Social Security, (SS, I.P.)	--
Develop and disseminate the Dados.gov portal	Administrative Modernization Agency, IP (AMA)	Council of Rectors of the Portuguese Universities (CRUP)	Association for the Promotion and Development of the Information Society (APDSI) Platform of Civil Society Associations – House of Citizenship (PASC)
Raise awareness and build capacity on cybersecurity issues	Portuguese National Cybersecurity Center	Council of Rectors of the Portuguese Universities (CRUP) IAPMEI, I.P. - Agency for Competitiveness and Innovation	National Association of Young Entrepreneurs (ANJE) Association for the Promotion and Development of the Information Society (APDSI) Portuguese Association for the Promotion of Information Security (AP2SI) Platform of Civil Society Associations – House of Citizenship (PASC)
Enhance transparency by strengthening the Central Register of Beneficial Owners (RCBE)	Institute of Registries and Notary (IRN, I.P.) Transparency International Portugal (TI Portugal)	Administrative Modernization Agency, IP (AMA) IMPIC - Institute of Public Markets, Real Estate and Construction	National Association of Young Entrepreneurs (ANJE)
Increase transparency and anticorruption during the implementation of Portugal's Recovery and Resilience Plan (PRR) and in all public spending	Administrative Modernization Agency, IP (AMA) Platform of Civil Society Associations – House of Citizenship (PASC) Transparency International Portugal (TI Portugal)	Agency for Development and Cohesion, I.P. (AD&C) Budget General Directorate (DGO) Other entities depending on the development of the project	Association for the Promotion and Development of the Information Society (APDSI)
Promote civic participation by boosting access to information (+Information +Citizenship)	Multi-Stakeholder Forum (MSF) - Dedicated working group	--	--



## Commitment 1 - Implement the single education portal

<p><b>What is the problem addressed by the commitment?</b></p>	<p>The multiplicity of public portals related to the compulsory cycle of studies in Portugal (basic and secondary).</p> <p>The portals that a parent and student access have different natures and disperse information. For example, there are portals for day-to-day management (consultation of assessments, absences and scheduling of tests), for the management of meals (typically managed by municipalities), for the formalization of enrolments and transfers, for access to free textbooks, and others.</p> <p>This problem is compounded by (i) the lack of simplicity in accessing information, (ii) opportunities for improvement in the language used, to which must be added (iii) the low digital literacy of part of the users.</p>	
<p><b>What is the commitment?</b></p>	<p>Create a single gateway (Single Education Portal) that aggregates platforms and portals of public entities regarding school life events of mandatory education in Portugal.</p> <p>The Portal shall ensure:</p> <ul style="list-style-type: none"> <li>• The simplification of login and the use of the same entity manager, adopting the principles of autenticação.gov;</li> <li>• Compliance with existing public service standards in Portugal;</li> <li>• Standardization about services and existing portals;</li> <li>• Prior consultation with different groups of potential users, namely students, parents, teachers and employees.</li> </ul>	
<p><b>How does the commitment contribute to solving the problem identified?</b></p>	<p>The centralisation of platforms and services related to school life events of mandatory education in Portugal in a single channel will contribute to:</p> <ul style="list-style-type: none"> <li>• A significant improvement in the browsing experience and in accessing information;</li> <li>• A framework of the various digital services and their usefulness;</li> <li>• An increase in the awareness of the different services;</li> <li>• An increase in the ability to alert to obligations and new information;</li> <li>• Getting closer to users' real needs by involving them in the design phase.</li> </ul>	
<p><b>Why is the commitment relevant to the values of the OGP?</b></p>	<p>Within the framework of <b>transparency</b>, by increasing the visibility and intelligibility of access to the multiple platforms that are relevant to the life events of mandatory public education in Portugal.</p> <p>In <b>public participation</b> (i) by collecting the real needs of users in the design of the project and (ii) by the new instrument of access to information and its instrumentalization for continuous collection of contributions.</p> <p>In the <b>technological</b> field the commitment has at its genesis the development of a digital solution.</p>	
<p><b>Additional information</b></p>	<p><a href="#">Measure #103 of Simplex 2021</a>, budget of 135 thousand euros.</p> <p>Point e) of the reform for digital education contained in Component 20 of the <a href="#">PRR</a>.</p>	
<p><b>Description of expected results</b></p>	<ul style="list-style-type: none"> <li>• Centralisation of digital services relevant to the lifecycle of mandatory education;</li> <li>• Increase in the rate of use of services in digital format (reducing pressure on face-to-face administrative service);</li> <li>• Reduction of non-compliance related to administrative obligations;</li> <li>• Increase of traffic generation for the different services available;</li> <li>• Increase levels of satisfaction of the school community with the services.</li> </ul>	
<p><b>Macro activities</b></p>	<p><b>Start date</b></p>	<p><b>Completion date</b></p>
<p>1. Identification of the services to be integrated in the portal and the underlying procedures</p>	<p>July 2021</p>	<p>October 2021</p>
<p>2. Availability of the Portal (phase 1) – availability of public portals without requiring authentication.</p>	<p>September 2021</p>	<p>November 2021</p>
<p>3. Availability of the Portal (phase 2) - availability of the services requiring authentication and personal area.</p>	<p>November 2021</p>	<p>December 2021</p>
<p>4. Assessment of the Portal's features and identification of corrections and developments</p>	<p>December 2021</p>	<p>May 2022</p>

## Commitment 1 - Implement the single education portal

<b>Entity responsible</b>		Directorate-General of Education and Science Statistics (DGEEC)
<b>Contact information</b>		E-mail: <a href="mailto:dgeec@dgeec.mec.pt">dgeec@dgeec.mec.pt</a>
<b>Others Entities</b>	<b>Public Entities</b>	Administrative Modernization Agency, IP (AMA)
	<b>Civil Society, Private Sector, NGOs and other entities</b>	National Association of Portuguese Counties (ANMP)

## Commitment 2 - Develop autonomous virtual assistance in the Portal das Finanças

<b>What is the problem addressed by the commitment?</b>	<p>Unawareness on the part of taxpayers of a helpline available permanently (24/7), which allows:</p> <ul style="list-style-type: none"> <li>the automatic provision of clarifications;</li> <li>the speed and accuracy of responses.</li> </ul> <p>In the first half of 2021 alone, there were about 225,000 automatic services, with an understanding rate of over 86%. That reinforces that this is a line to be developed and disseminated among taxpayers.</p>	
<b>What is the commitment?</b>	<p>Strengthen the fiscal support provided to taxpayers by implementing a 24/7 helpline that allows:</p> <ul style="list-style-type: none"> <li>the automatic provision of clarifications;</li> <li>the speed and accuracy of responses.</li> </ul> <p>In addition, it should contribute to boosting voluntary compliance and reducing litigation, strengthening and increasing citizens' confidence and contributing to innovation in the services provided.</p>	
<b>How does the commitment contribute to solving the problem identified?</b>	<p>The autonomous and permanent virtual assistance will have relevant impacts on the taxpayer's personal sphere, contributing to:</p> <ul style="list-style-type: none"> <li>The reduction of their frustration;</li> <li>The reduction of the time gap between the identification of the problem and support for its resolution.</li> </ul>	
<b>Why is the commitment relevant to the values of the OGP?</b>	<p>In terms of <b>transparency</b>, by increasing taxpayer confidence in the Tax Authority, as more transparent and perceptible information leads to this same confidence.</p> <p>In <b>public participation</b>, by listening to and collecting opportunities for improvement, through the feedback and participation of citizens.</p> <p>In the field of <b>technology and innovation</b>, by providing a more adequate and personalized service to citizens, seeking to ensure an efficient and positive digital transition.</p>	
<b>Additional information</b>	Measure Simplex#100/2019 - eBalcão inteligente	
<b>Description of expected results</b>	<ul style="list-style-type: none"> <li>Increase of taxpayer satisfaction;</li> <li>Reduction of unanswered calls in CAT;</li> <li>Reduction in the number of requests at the e-balcão.</li> </ul>	
<b>Macro activities</b>	<b>Start date</b>	<b>Completion date</b>
1. Strengthening technological and semantic readiness.	August 2021	April 2022
2. Implementation of a relationship diagnosis module, based on indicators collected in a back office and focus group.	September 2021	June 2022
3. Continuous training and adjustment of performance to increase efficiency.	December 2021	November 2022
4. Reassessment and continuous improvement.	January 2022	May 2023
<b>Entity responsible</b>	Tax and Customs Authority	
<b>Contact information</b>	E-mail: <a href="mailto:dscpac@at.gov.pt">dscpac@at.gov.pt</a>	
<b>Others Entities</b>	<b>Public Entities</b>	Administrative Modernization Agency, IP (AMA)
	<b>Civil Society, Private Sector, NGOs and other entities</b>	--

## Commitment 3 - Develop inclusive service channels for accessing public services

<p><b>What is the problem addressed by the commitment?</b></p>	<p>Limitations in access to public services by citizens (i) with hearing impairments, visual impairments, musculoskeletal disabilities, intellectual disabilities (ii) and foreign citizens. These limitations take two forms:</p> <ul style="list-style-type: none"> <li>• The opportunity to develop inclusive service channels that ensure the rights of disabled people;</li> <li>• The need to increase the multilingual functionalities of digitally delivered public services.</li> </ul> <p>Currently, in Portugal there are approximately <a href="#">533202 citizens with hearing impairment</a> (2011 Census), <a href="#">25886 permanent emigrants</a> and 920519 citizens with visual impairment.</p>	
<p><b>What is the commitment?</b></p>	<p>Provide inclusive service channels for access to public services in order to:</p> <ul style="list-style-type: none"> <li>• increase the availability of telephone solutions, videoconferencing, chat or other digital inclusion tools;</li> <li>• reinforce the availability of multilingual options and Portuguese sign language, whenever applicable.</li> </ul> <p>Such changes should be preceded by prior consultation with different groups of potential users.</p>	
<p><b>How does the commitment contribute to solving the problem identified?</b></p>	<p>Extending the responsiveness of digital public services through the diversification of channels and languages made available will help increase the accessibility of public services to groups with a high permeability to exclusion.</p>	
<p><b>Why is the commitment relevant to the values of the OGP?</b></p>	<p>In the <b>transparency</b> framework, it enhances the right to information and access to public services.</p> <p>As regards <b>public participation</b>, it is expected that the implementation of the commitment will promote and strengthen citizens' participation channels.</p> <p>In the field of <b>technology and innovation</b>, the evolution of services should be carried out, as a priority, through digital solutions, without prejudice to continuing to ensure the timeliness of accessible face-to-face solutions.</p>	
<p><b>Additional information</b></p>	<p><a href="#">Measures #19 and #69 of the Simplex 20-21</a>. Plataforma +Acesso included in Component 3 of the <a href="#">PRR</a>.</p>	
<p><b>Description of expected results</b></p>	<ul style="list-style-type: none"> <li>• Increase of the penetration rate of digital, inclusive communication solutions in public services;</li> <li>• Increase of the volume of languages made available in digital public services;</li> <li>• Increase of the number of digital public services with multilingual solutions;</li> <li>• Increase of the use of public services by the above segments.</li> </ul>	
<p><b>Macro activities</b></p>	<p><b>Start date</b></p>	<p><b>Completion date</b></p>
<p>1. Identification of the most sought-after services and assess responsiveness to the profiles of users with vulnerabilities.</p>	<p>September 2021</p>	<p>December 2021</p>
<p>2. Detailed design of the working model by videoconference, in the service-user and user-service fluxes.</p>	<p>November 2021</p>	<p>April 2022</p>
<p>3. Adaptation of the service to meet the needs and difficulties of users with vulnerabilities.</p>	<p>March 2022</p>	<p>July 2022</p>
<p>4. Tests and corrections.</p>	<p>September 2022</p>	<p>November 2022</p>
<p>5. Availability of at least three services with inclusive care.</p>	<p>November 2022</p>	<p>December 2022</p>
<p><b>Entidade responsável</b></p>	<p>High Commission for Migration (ACM, IP) National Institute for Rehabilitation (INR) Administrative Modernization Agency, IP (AMA)</p>	
<p><b>Informação do contacto</b></p>	<p>E-mail: <a href="mailto:acm@acm.gov.pt">acm@acm.gov.pt</a>   <a href="mailto:inr@inr.mtsss.pt">inr@inr.mtsss.pt</a>   <a href="mailto:ama@ama.pt">ama@ama.pt</a></p>	
<p><b>Outras Entidades</b></p>	<p><b>Entidades do Estado</b></p>	<p>--</p>
	<p><b>Entidades da Sociedade Civil, Setor Privado, ONG's e outras</b></p>	<p>Migrant Associations and Non-Governmental Organizations of people with special needs.</p>

## Commitment 4 - Create a manual of best practices with standards for data interconnection

<p><b>What is the problem addressed by the commitment?</b></p>	<p>Public administration entities have different levels of maturity and competence in their data interconnection practices (IAP) framework.</p> <p>This context makes difficult the harmonisation of data sharing between Public Administration bodies and delays the process of appropriation of once only practices.</p> <p>In practice, this problem means that citizens and companies repeatedly provide the same information to different public administration entities when accessing their different services.</p>	
<p><b>What is the commitment?</b></p>	<p>Develop and disseminate a Manual of best practices for data sharing between Public Administration entities , integrated into the common model for developing digital services, with the aim of:</p> <ul style="list-style-type: none"> <li>• Increasing and standardizing the level of knowledge and appropriate nomenclature by different entities;</li> <li>• Serving as a knowledge base for the development of projects in this area.</li> </ul> <p>The creation of this document should ensure the:</p> <ul style="list-style-type: none"> <li>• Involvement of public entities and civil society partners;</li> <li>• Compliance with the requirements of the General Data Protection Regulation.</li> </ul>	
<p><b>How does the commitment contribute to solving the problem identified?</b></p>	<p>In terms of service provision, with an improvement in the expectations of citizens and companies. At the level of processes, by harmonising procedures and sharing information between services of different public entities.</p>	
<p><b>Why is the commitment relevant to the values of the OGP?</b></p>	<p>In the framework of <b>accountability</b>, by fostering knowledge and appropriation of practices by public agents.</p> <p>In the framework of <b>technology</b>, to the extent that the evolution of such practices lacks technological development projects that promote data interconnection.</p>	
<p><b>Additional information</b></p>	<p><a href="#">Measure #72 of Simplex 20-21</a> and <a href="#">Measure #29 of iSimplex 2019</a></p>	
<p><b>Description of expected results</b></p>	<ul style="list-style-type: none"> <li>• Increasing the penetration rate of once only practices in digital public services;</li> <li>• Increasing ubiquity of access to digital public services for citizens and companies;</li> <li>• Increasing capacity for intelligent and anonymized data transfer and use by public bodies.</li> </ul>	
<p><b>Macro activities</b></p>	<p><b>Start date</b></p>	<p><b>Completion date</b></p>
<p>1. Publication of the manual of best practices to be made available in the IAP.</p>	<p>September 2021</p>	<p>December 2021</p>
<p>2. Workshop sessions on good interoperability practices.</p>	<p>September 2021</p>	<p>July 2022</p>
<p>3. Improvement of interoperability processes.</p>	<p>January 2022</p>	<p>August 2023</p>
<p><b>Entity responsible</b></p>	<p>Administrative Modernization Agency, IP (AMA)</p>	
<p><b>Contact information</b></p>	<p>E-mail: <a href="mailto:ama@ama.pt">ama@ama.pt</a></p>	
<p><b>Others Entities</b></p>	<p><b>Public Entities</b></p>	<p>Institute of Registries and Notary (IRN, I.P.) Institute for Social Security, (SS, I.P.)</p>
	<p><b>Civil Society, Private Sector, NGOs and other entities</b></p>	<p>--</p>

## Commitment 5 - Develop and disseminate the Dados.gov portal

<b>What is the problem addressed by the commitment?</b>	<p>Despite the effort to aggregate and make data available, in particular through the dados.gov portal, there are opportunities for improvement in this framework:</p> <ul style="list-style-type: none"> <li>• The need to increase, in scope and quality, the sources and entities that provide information;</li> <li>• The possibility of strengthening the capacity for analysis and intelligible cross-referencing of the information provided;</li> <li>• The opportunity to increase citizens' literacy as users of such platforms.</li> </ul>	
<b>What is the commitment?</b>	<p>Develop the dados.gov portal, through:</p> <ul style="list-style-type: none"> <li>• New components to improve data analysis as well as their reliability;</li> <li>• Greater volume of data made available, increasing the portfolio of public entities;</li> <li>• Investment in communication and pedagogy on the Portal to inform and listen to the needs of civil society.</li> </ul>	
<b>How does the commitment contribute to solving the problem identified?</b>	<p>The improvement of the dados.gov portal should result in:</p> <ul style="list-style-type: none"> <li>• Improved quality, depth and reliability of the data disseminated;</li> <li>• Increase of the usefulness and importance of public data available to civil society.</li> </ul>	
<b>Why is the commitment relevant to the values of the OGP?</b>	<p>The commitment contributes to:</p> <ul style="list-style-type: none"> <li>• More <b>transparency</b>, through access and the right to information;</li> <li>• Greater <b>involvement of citizens</b> by listening to their needs and proposals for improvements to the portal;</li> <li>• Increased quality information made available, which can provide opportunities of value to civil society.</li> </ul>	
<b>Additional information</b>	Measure 10.3 of the Strategy for Innovation and Modernisation of the State and Public Administration	
<b>Description of expected results</b>	<ul style="list-style-type: none"> <li>• Increase in the portfolio of public entities providing data for the portal;</li> <li>• Increase in traffic generation in the dados.gov Portal;</li> <li>• Accompany Public Administration entities in the transposition of Directive (EU) 2019/1024.</li> </ul>	
<b>Macro activities</b>	<b>Start date</b>	<b>Completion date</b>
1. Conduct a survey to be distributed to entities, in order to assess the level of involvement with data.gov, the need for data, the degree of maturity in data sharing, and the status of compliance with Directive (EU) 2019/1024.	September 2021	November 2021
2. Focus group to listen to the needs of users.	September 2021	December 2021
3. Hold workshops with civil society to increase engagement on this issue.	January 2022	July 2022
4. Introduce improvements in the dados.gov Portal.	March 2022	July 2022
<b>Entity responsible</b>	Administrative Modernization Agency, IP (AMA)	
<b>Contact information</b>	E-mail: <a href="mailto:ama@ama.pt">ama@ama.pt</a>	
<b>Others Entities</b>	<b>Public Entities</b>	Council of Rectors of the Portuguese Universities (CRUP)
	<b>Civil Society, Private Sector, NGOs and other entities</b>	Association for the Promotion and Development of the Information Society (APDSI) Platform of Civil Society Associations – House of Citizenship (PASC)

## Commitment 6 - Raise awareness and build capacity on cybersecurity issues

<p><b>What is the problem addressed by the commitment?</b></p>	<p>The growing threats and challenges of cybersecurity, reinforced by the digital transition economy and social context, contrast with weaknesses in the framework of organizational and individual literacy in these matters.</p> <p>The increase in threats and cybersecurity incidents needs to be accompanied by greater empowerment of organizations and citizens, understanding the present situation, and then acting to mitigate the weaknesses found in society.</p>	
<p><b>What is the commitment?</b></p>	<p>Develop a set of initiatives for the production and sharing of knowledge and good cybersecurity practices, enabling:</p> <ul style="list-style-type: none"> <li>• Increased notoriety and awareness of cybersecurity issues;</li> <li>• Increased capacity to interpret and implement already established security standards and rules with entities that use digital media for their activities;</li> <li>• Empowering companies and the Public Administration to develop digital security strategies in their companies while maintaining adequate protection of their corporate data.</li> </ul> <p>This approach will also allow the National Security Office and the National Cybersecurity Centre to contact the needs and problems faced by companies and the Public Administration in the area of Cybersecurity and support the adaptation of their procedures.</p>	
<p><b>How does the commitment contribute to solving the problem identified?</b></p>	<p>By providing information and training for specific audiences (e.g. business people and entrepreneurs), this commitment should contribute to:</p> <ul style="list-style-type: none"> <li>• Increase potential for dissemination of the supply of existing standards and safe practices;</li> <li>• Ensure the increased maturity with which entities use digital media to carry out their activities;</li> <li>• Decision-making of digital security strategies in companies and Public Administration.</li> </ul>	
<p><b>Why is the commitment relevant to the values of the OGP?</b></p>	<p>In public <b>participation</b>, by listening to and collecting existing needs, particularly those of the business world, in terms of cybersecurity.</p> <p>In the field of <b>technology and innovation</b>, due to the very nature of the topic in question and the technological development ramifications that this requires of companies and citizens.</p> <p>Promoting secure digitalization, which is a prerequisite for a <b>healthy digital democracy</b>.</p>	
<p><b>Additional information</b></p>	<p>Measure 8.4. of the Strategy for Innovation and Modernization of the State and Public Administration; National Strategy for Cyberspace Security 2019-2023; Cybersecurity Academy (PRR initiative).</p>	
<p><b>Description of expected results</b></p>	<p>Achieve a greater capacity for understanding and autonomy in the application of security standards and benchmarks among digital media-using entities and citizens. Reinforcement of knowledge among companies and public administrations for the sustained and safe digital transition.</p>	
<p><b>Macro activities</b></p>	<p><b>Start date</b></p>	<p><b>Completion date</b></p>
<p>1. Prepare a diagnosis of the areas identified as needing more deepening.</p>	<p>September 2021</p>	<p>December 2021</p>
<p>2. Hold clarification sessions with specific audiences (businesspeople from different areas, entrepreneurs, citizens in general) to "translate" the existing benchmarks on cybersecurity, as well as training and adoption of practices in defence against cyber threats, enabling the detection, mitigation and recovery of vulnerability situations.</p>	<p>January 2022</p>	<p>March 2022</p>
<p>3. Presentation of results at the national meeting - Cybersecurity days - CDAYS 2022.</p>	<p>June 2022</p>	<p>June 2022</p>
<p>4. Participation in the Public Administration Cybersecurity Forum.</p>	<p>October 2021</p>	<p>October 2022</p>
<p>5. Evaluation of the results obtained by updating the diagnosis carried out (activity 1), identification of new areas of action.</p>	<p>September 2022</p>	<p>December 2022</p>

## Commitment 6 - Raise awareness and build capacity on cybersecurity issues

<b>Entity responsible</b>		Portuguese National Cybersecurity Center
<b>Contact information</b>		E-mail: <a href="mailto:geral@gns.gov.pt">geral@gns.gov.pt</a>
<b>Others Entities</b>	<b>Public Entities</b>	Conselho de Reitores das Universidades Portuguesas (CRUP) IAPMEI, I.P. - Agency for Competitiveness and Innovation
	<b>Civil Society, Private Sector, NGOs and other entities</b>	National Association of Young Entrepreneurs (ANJE) Association for the Promotion and Development of the Information Society (APDSI) Portuguese Association for the Promotion of Information Security (AP2SI) Platform of Civil Society Associations – House of Citizenship (PASC)



## Commitment 7 - Enhance transparency by strengthening the Central Register of Beneficial Owners (RCBE)

<p><b>What is the problem addressed by the commitment?</b></p>	<p>The lack of transparency about the beneficial owner allows resources from corruption, bribery, money laundering, tax evasion, or even other criminal activities, such as terrorism and trafficking of drugs, and people to be hidden. Thus, there is a need to increase transparency around the ownership and control of companies, funds, or other legal entities. The Beneficial Owner Central Register has been implemented in Portugal since November 2019, and by January 2021, around 490,500 entities complied with this registration. There are some difficulties in obtaining declarations from entities required to do so and dysfunctionalities in the model for access to the information provided, which requires the adoption of international standards on "beneficial ownership transparency".</p> <p>Ignorance of the Beneficial Owner Central Register itself, its rationale, and objectives, as well as the registration procedures, pose a barrier to its widespread implementation.</p>	
<p><b>What is the commitment?</b></p>	<p>Contribute to the increased awareness and efficient implementation of the Beneficial Owner Central Register:</p> <ul style="list-style-type: none"> <li>• Stimulating initiatives that increase awareness and notoriety of its existence;</li> <li>• Disclosing the support in the realization of the same;</li> <li>• Contributing to the identification of other public data sources to create intelligence and alarms;</li> <li>• Adopting procedures to encourage greater transparency and public scrutiny.</li> </ul>	
<p><b>How does the commitment contribute to solving the problem identified?</b></p>	<p>The increased notoriety and efficacy of the Beneficial Owner Central Register, promotes transparency and public scrutiny, while enhancing legal compliance.</p>	
<p><b>Why is the commitment relevant to the values of the OGP?</b></p>	<p>The commitment contributes simultaneously to greater <b>transparency</b> and <b>accountability</b>, as it complies with the rights of access to information and allows direct scrutiny of beneficial owners.</p>	
<p><b>Description of expected results</b></p>	<ul style="list-style-type: none"> <li>• Strengthening the alignment of the Beneficial Owner Central Register with international standards and good practices, namely the Beneficial Ownership Data Standard;</li> <li>• Increased public awareness of the definition of beneficial ownership and its implications;</li> <li>• Increased compliance of entities required to collect and record registration data with greater or full autonomy;</li> <li>• Diversification of links to other public data sources, such as the Public Procurement Portal (Base.gov).</li> </ul>	
<p><b>Macro activities</b></p>	<p><b>Start date</b></p>	<p><b>Completion date</b></p>
<p>1. Implementation of the Beneficial Ownership Data Standard, or similar, to ensure that access to the Beneficial Owner Central Register is in accordance with international best practices on access to information of a public nature and open data.</p>	<p>September 2021</p>	<p>March 2022</p>
<p>2. Develop an awareness campaign aimed at obliged entities on the indispensability of registering their beneficial owners, informing them of the social usefulness of the Beneficial Owner Central Register and instructing them on the functioning of the registration mechanism so that all entities are able to do so as autonomously as possible.</p>	<p>January 2022</p>	<p>June 2022</p>
<p>3. Establish the connection of the Beneficial Owner Central Register with other public data sources, such as the Public Procurement Portal (Base.gov).</p>	<p>September 2022</p>	<p>July 2023</p>
<p><b>Entity responsible</b></p>	<p>Institute of Registries and Notary (IRN, I.P.) Transparency International Portugal (TI Portugal)</p>	
<p><b>Contact information</b></p>	<p>E-mail: <a href="mailto:geral@irn.mj.pt">geral@irn.mj.pt</a>   <a href="mailto:secretariado@transparencia.pt">secretariado@transparencia.pt</a></p>	
<p><b>Others Entities</b></p>	<p><b>Public Entities</b></p>	<p>Administrative Modernization Agency, IP (AMA) IMPIC - Institute of Public Markets, Real Estate and Construction</p>
	<p><b>Civil Society, Private Sector, NGOs and other entities</b></p>	<p>National Association of Young Entrepreneurs (ANJE)</p>

## Commitment 8 - Increase transparency and anticorruption during the implementation of Portugal's Recovery and Resilience Plan (PRR) and in all public spending

<p><b>What is the problem addressed by the commitment?</b></p>	<p>There are mechanisms and dispersed information that contributes to their proper use due to the nature of the institutional scrutiny of European funds. However, there are still opportunities for improvement in strengthening the analysis, scrutiny, and proof of their proper use, namely:</p> <ul style="list-style-type: none"> <li>• The accessibility of language and type of documentation on projects and their financing to audiences with less literacy in these matters;</li> <li>• The dispersion and redundancy of the information provided;</li> <li>• The limitations of cross-referencing information with relevant portals and information sources for this purpose.</li> </ul>	
<p><b>What is the commitment?</b></p>	<p>Encourage transversal and simplified monitoring of existing information sources, contributing to their evolution and intelligibility with a view to:</p> <ul style="list-style-type: none"> <li>• accountability of policy makers and public institutions;</li> <li>• prevention of embezzlement and corruption;</li> <li>• increase of the confidence of citizens and companies.</li> </ul>	
<p><b>How does the commitment contribute to solving the problem identified?</b></p>	<p>The implementation of this commitment will contribute to:</p> <ul style="list-style-type: none"> <li>• Transparency of European funds implementation;</li> <li>• Prevention of corruption and misuse of public funds;</li> <li>• Maximising the social impact of the PRR;</li> <li>• The strengthening of citizens' confidence in the sound management of public funds.</li> </ul>	
<p><b>Why is the commitment relevant to the values of the OGP?</b></p>	<p>In the framework of <b>transparency</b>, by developing existing mechanisms and raising awareness of them.</p> <p>Within the scope of <b>accountability</b>, through accountability and monitoring of the allocation of public funds. In public participation through the promotion of citizen participation, seeks to disseminate information and promote greater citizen involvement in the Structuring Plan for the Recovery of the Economy implementation.</p>	
<p><b>Description of expected results</b></p>	<ul style="list-style-type: none"> <li>• Evolution of the Portal Mais Transparência, to incorporate information on public investment in different areas, including budget execution data, beneficiaries and impact assessments;</li> <li>• Development of the linking of the Portal Mais Transparência to other data sources, such as the Base Portal, in an automatic and accessible way to the non-specialist user;</li> <li>• Support in disseminating the Portal Mais Transparência to different audiences.</li> </ul>	
<p><b>Macro activities</b></p>	<p><b>Start date</b></p>	<p><b>Completion date</b></p>
<p>1. Incorporate in the Portal Mais Transparência all the information on public investment in the different areas of implementation of the PRR, including implementation figures, beneficiaries and suppliers.</p>	<p>outubro 2021</p>	<p>junho 2022</p>
<p>2. Develop a communication and awareness campaign focused on the functionalities of the Portal Mais Transparência aimed at different audiences, promoting its use.</p>	<p>janeiro 2022</p>	<p>dezembro 2022</p>
<p>3. Promote the development of civic monitoring tools to prevent corruption, including public procurement data visualization dashboards and the implementation of Integrity Pacts by the fund management authorities.</p>	<p>setembro 2022</p>	<p>julho 2023</p>
<p>4. In an automatic and accessible way to the non-expert user link the Portal Mais Transparência to other data sources, such as the Base Portal.</p>	<p>setembro 2022</p>	<p>agosto 2023</p>
<p><b>Entity responsible</b></p>	<p>Administrative Modernization Agency, IP (AMA) Platform of Civil Society Associations – House of Citizenship (PASC) Transparency International Portugal (TI Portugal)</p>	
<p><b>Contact information</b></p>	<p>E-mail: <a href="mailto:ama@ama.pt">ama@ama.pt</a></p>	
<p><b>Others Entities</b></p>	<p><b>Public Entities</b></p>	<p>Agency for Development and Cohesion, I.P. (AD&amp;C) Budget General Directorate (DGO) Other entities depending on the development of the project</p>
	<p><b>Civil Society, Private Sector, NGOs and other entities</b></p>	<p>Association for the Promotion and Development of the Information Society (APDSI)</p>

## Commitment 9 - Promote civic participation by boosting access to information (+Information +Citizenship)

<p><b>What is the problem addressed by the commitment?</b></p>	<p>Need to increase the regime of access to administrative and environmental information (LADA), established by Law 26/2016 of 22 August, which has, at the date of approval of the II NAP, 49 records of Access to Information Officers (RAI). There is also a need to increase information on the organization of the State through the promotion of the State Organization Information System (SIOE).</p>		
<p><b>What is the commitment?</b></p>	<p>The commitment aims to promote, among citizens, access to information on the SIOE and enhance the implementation of Law 26/2016, of 22 August. In this sense, to increase the volume and quality of information accessible to citizens in order to safeguard their basic right of access to information.</p>		
<p><b>How does the commitment contribute to solving the problem identified?</b></p>	<ul style="list-style-type: none"> <li>● Increased transparency and access to information;</li> <li>● Promotion of civic participation;</li> <li>● Bringing the State closer to the Citizen;</li> <li>● Prevention of phenomena such as fake news and populism.</li> </ul>		
<p><b>Why is the commitment relevant to the values of the OGP?</b></p>	<p>In terms of promoting <b>participation</b>, as it raises awareness among citizens and stimulates <b>transparency</b> about public services.</p>		
<p><b>Description of expected results</b></p>	<ul style="list-style-type: none"> <li>● Identification of those responsible for access to administrative and environmental information on the institutional website of all eligible public entities;</li> <li>● Awareness-raising on the LADA and good practices for making information available to different audiences, including Public agents;</li> <li>● Support the improvement of the SIOE interface;</li> <li>● Promote communication and dissemination actions of the SIOE, among the younger age groups, through the involvement of schools and higher education institutions.</li> </ul>		
<p><b>Macro activities</b></p>		<p><b>Start date</b></p>	<p><b>Completion date</b></p>
<p>1. Determine the identification of all persons responsible for access to administrative and environmental information on the institutional websites of all eligible public entities.</p>		<p>September 2021</p>	<p>December 2021</p>
<p>2. Develop an awareness campaign on the LADA and good practices for making information available to different audiences, including public officials.</p>		<p>January 2022</p>	<p>June 2022</p>
<p>3. Develop a communication campaign focused on the functionalities of the SIOE, especially targeted at schools and higher education institutions, promoting its use by the younger public.</p>		<p>January 2022</p>	<p>June 2023</p>
<p>4. Ensure the improvement of SIOE by the developments reported by DGAEP when commitment #5 in the 1st NAP was implemented.</p>		<p>March 2022</p>	<p>June 2023</p>
<p><b>Entity responsible</b></p>		<p>Multi-Stakeholder Forum (MSF) - Dedicated working group</p>	
<p><b>Contact information</b></p>		<p>E-mail: <a href="mailto:ogp@ama.pt">ogp@ama.pt</a></p>	
<p><b>Others Entities</b></p>	<p><b>Public Entities</b></p>	<p>--</p>	
	<p><b>Civil Society, Private Sector, NGOs and other entities</b></p>	<p>--</p>	



## **2<sup>nd</sup> NATIONAL ACTION PLAN - PORTUGAL**

August 2021